



Health Services
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Interim Chief Medical Officer

May 22, 2008

TO: Each Supervisor

FROM: John F. Schunhoff, Ph.D.
Interim Director

SUBJECT: **STATUS OF THE IMPLEMENTATION OF THE
CONTINGENCY SERVICES PLAN AT MARTIN LUTHER
KING, JR. - HARBOR HOSPITAL**

This is to provide your Board with the monthly report on the status of the Martin Luther King, Jr. - Multi-Service Ambulatory Care Center (MLK MACC) and the impact of the closure of MLK-Harbor Hospital.

MLK MACC Service Indicators

Urgent Care

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*To improve health
through leadership,
service and education.*

There were 2,497 urgent care visits (adult and pediatric) provided in April 2008 (Attachment I). This is a 37% increase from April 2007 when 1,826 visits were provided. There were 2,517 urgent care visits provided in March 2008.

There were 172 patients transferred out of the urgent care center to hospitals (primarily Harbor-UCLA Medical Center) during April 2008 compared to 175 in March 2008. Fourteen of these transfers were initiated through a call to 9-1-1.

Outpatient Primary and Specialty Care Visits

The number of outpatient primary and specialty care visits provided in April 2008 was 9,925 (Attachment I). This is a 12% increase from April 2007 when 8,875 visits were provided. There were 9,438 outpatient primary and specialty care visits provided in March 2008.

Please note that beginning with this status report DHS is standardizing the methodology used to calculate visits in MetroCare facilities. Only visits that require a face-to-face encounter with a provider will be included in visit counts. Previously, non-provider ancillary visits such as radiology were included in the status reports as well as patients we registered but subsequently left without being seen. Attachment I has been updated to reflect these changes.



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Patient Transportation for Scheduled Appointments

Patient transportation services are available between the MLK MACC, Harbor-UCLA Medical Center, Hubert H. Humphrey Comprehensive Health Center, and Dollarhide Health Center. Patients can arrange for door-to-door transportation from home for scheduled appointments. Transportation services are provided Monday through Friday, 7:00 a.m. to 5:00 p.m.

In April 2008, MLK provided transportation to 534 patients and companions. This compares to 469 patients and companions who were provided transportation in March 2008.

2-1-1 Call Volume

In April 2008 there were 248 calls to 2-1-1 related to MLK. This compares to 274 calls in March 2008. Callers to 2-1-1 have the option of receiving recorded information on MLK, speaking to a call center operator, or being transferred directly to the MLK MACC.

Impacted Hospitals – Emergency Department Volume and 9-1-1 Transports

As reported previously, the Emergency Medical Services (EMS) Agency, in collaboration with EMS field providers and surrounding hospitals, redrew the ambulance service areas to redirect 9-1-1 ambulances in an effective manner while limiting disruption to the EMS system to the greatest degree possible. The EMS Agency has continuously monitored redirected ambulance traffic. The average daily number of patients registered in the emergency departments (EDs) of the impacted hospitals and the average daily number of 9-1-1 transports has generally remained level since shortly after the closure of MLK-Harbor Hospital. The EMS Agency is reporting a recent decrease in the number of calls from EDs requesting special consideration for diverting ambulances from their hospitals.

Nine private “impacted” hospitals were offered an agreement including reimbursement for uninsured 9-1-1 patients from MLK’s geographical area and priority for transfers into the County and MetroCare contract facilities. Additional funding was also allocated for physician reimbursement of 9-1-1 and walk-in patients. Seven of the nine hospitals had previously signed the agreement. In May 2008 Long Beach Memorial also signed the agreement bringing the total number of participating hospitals to eight. The EMS Agency hosts a bi-weekly conference call with the impacted hospitals to answer questions and concerns regarding the Impacted Hospital Program (IHP) contract and patient transfers into the County system.

The ED volume and 9-1-1 transport data provided below are self-reported by the hospitals. The nine impacted private hospitals did not report ED or 9-1-1 transport data to DHS prior to DHS requesting this information at the time MLK-Harbor Hospital closed. For this reason DHS has not been able to compare data for the period before and after the closure of the Hospital.

The Office of Statewide Health Planning and Development (OSHPD) captures data on the utilization of health care services including emergency department visits. This data can be used to analyze trends over time. There is a significant lag between the end of the reporting period and the time the data become available. As soon as it becomes available, DHS will analyze the OSHPD data and prepare a report for your Board.

Emergency Department Volume

During April 2008, a daily average of 965 patients registered in the EDs of the seven impacted hospitals that reported data for the month (Attachment II). This reflects an 18% decrease from the daily average of 1,170 patients during March 2008. Much of this decrease is due to one hospital not reporting data for the month of April. Harbor-UCLA Medical Center registered a daily average of 271 ED patients during April 2008, compared to 290 the prior month. LAC+USC Medical Center registered a daily average of 457 ED patients during April 2008, compared to 474 the prior month. This data is self-reported by the hospitals.

To alleviate overcrowding at Harbor-UCLA Medical Center's ED, staff from the Medical Alert Center has been assigned to Harbor to assist in transferring patients requiring admission to other facilities with the capacity to treat them. In April there were approximately one to three transfers per day. Also, on May 6, 2008 your Board approved a number of innovative programs at the Harbor ED which are expected to significantly increase patient flow throughout the ED.

9-1-1 Transports

During April 2008, there was a daily average of 183 9-1-1 transports to the seven impacted hospitals that reported data for the month (Attachment II). This reflects a 27% decrease from the daily average of 251 9-1-1 transports during March 2008. Much of this decrease is due to one hospital not reporting data for the month of April. Harbor-UCLA Medical Center had a daily average of 31 9-1-1 transports during April 2008, the same as the prior month. LAC+USC Medical Center had a daily average of 54 9-1-1 transports during April 2008, which is also the same as the prior month. This data is also self-reported by the hospitals.

Impacted Hospital Transfer Program

During April 2008, the impacted hospitals referred 103 eligible patients to the EMS Agency for transfer into DHS and other hospitals. This compares to 112 eligible patients in March 2008. Of the 103 eligible patients referred in April 2008, 28 were accepted for transfer. The main reasons why eligible patients were not accepted for transfer were: the patient was discharged (29), the patient no longer had an acute care need (13), the referral was cancelled by the sending facility (8), there was no capacity (7), the patient was unstable for transfer (3), and the patient left the sending hospital against medical advice (3).

The 28 patients that were transferred went to the following hospitals: LAC+USC Medical Center (11), Olive View-UCLA Medical Center (6), Harbor-UCLA Medical Center (6), St. Vincent's Medical Center (4), and Rancho Los Amigos National Rehabilitation Center (1).

Strategic Initiative Request for Proposals

On April 7, 2008 the Department released a Request for Applications for the Strategic Initiative Program for Primary, Specialty, and Urgent Care Services. Funding for the Strategic Initiative Program comes from the South Los Angeles Medical Services Preservation Fund which was established through Senate Bill 474. Public Private Partnership (PPP) providers within a 10 mile radius of the MLK MACC and the impacted hospitals are eligible to apply for funding to provide primary, specialty and urgent care services to low-income uninsured residents of South Los Angeles. Seven applications representing 17 applicants were received by the May 2, 2008 deadline. DHS intends to notify applicants of the outcome of the review process and begin contract negotiations within the next week.

If you have any questions or need additional information, please let me know.

JFS:ct
708:004

Attachments

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors

**Los Angeles County Department of Health Services
MARTIN LUTHER KING, JR. - MULTI-SERVICE AMBULATORY CARE CENTER
Urgent, Primary and Specialty Care Visits**

	January	February	March	April	May	June	July	August	September	October	November	December
Urgent Care¹												
2007	1,969	2,018	2,096	1,826	1,965	1,536	1,430	1,328	1,794	2,176	2,036	1,966
2008	2,611	2,517	2,517	2,497								
% Change from 2007	32.6%	24.7%	20.1%	36.7%								
Primary and Specialty Care²												
2007	9,069	8,129	9,340	8,875	8,858	8,031	7,181	7,577	6,358	7,730	7,696	7,483
2008	9,062	8,745	9,438	9,925								
% Change from 2007	-0.1%	7.6%	1.0%	11.8%								

Data from January 2007-March 2008 has been revised to reflect standardized reporting across MetroCare facilities and no longer includes non-provider ancillary visits, nor patients who registered for a visit but left without being seen.

¹ Urgent care visits include pediatric and adult urgent care visits.

Source: Affinity - Consolidated Emergency Services Log

² Source: Affinity Patient Volume by Clinic (PVC), excludes ancillary clinic visits.

Los Angeles County Department of Health Services
SELF-REPORTED POLL OF HOSPITALS IMPACTED BY CLOSURE OF MLK-HARBOR HOSPITAL
Average Daily Emergency Department (ED) Volume

Hospital	AUG 2007	SEP 2007	% CHG FROM AUG '07	OCT 2007	% CHG FROM SEPT '07	NOV 2007	% CHG FROM OCT '07	DEC 2007	% CHG FROM NOV '07	JAN 2008	% CHG FROM DEC '07	FEB 2008	% CHG FROM JAN '08	MAR 2008	% CHG FROM FEB '08	APR 2008	% CHG FROM MAR '08
California Hospital Medical Center: 26 ED Treatment Stations																	
# of Patients Registered in the ED	172	169	(1.7%)	166	(1.8%)	156	(6.0%)	155	(0.6%)	172	11.0%	175	1.7%	165	(5.7%)	160	(3.0%)
# of 9-1-1 Transports	56	56	0.0%	51 ¹	(8.9%)	50	(2.0%)	46	(8.0%)	48	4.3%	49	2.1%	52	6.1%	47	(9.6%)
Centinela Freeman Regional Medical Center: 36 ED Treatment Stations																	
# of Patients Registered in the ED	166	168	1.2%	169	0.6%	171	1.2%	175	2.3%	175	0.0%	173	(1.1%)	165	(4.6%)	*	*
# of 9-1-1 Transports	52	58	11.5%	57	(1.7%)	58	1.8%	55	(5.2%)	61	10.9%	53	(13.1%)	57	7.5%	*	*
Downey Regional Medical Center: 22 ED Treatment Stations																	
# of Patients Registered in the ED	140	132	(5.7%)	129	(2.3%)	130	0.8%	124	(4.6%)	137	10.5%	138	0.7%	132	(4.3%)	127	(3.8%)
# of 9-1-1 Transports	26	23	(11.5%)	23	0.0%	22	(4.3%)	23	4.5%	23	0.0%	22	(4.3%)	19	(13.6%)	18	(5.3%)
Lakewood Regional Medical Center: 14 ED Treatment Stations																	
# of Patients Registered in the ED	94	93	(1.1%)	96	3.2%	95	(1.0%)	94	(1.1%)	104	10.6%	101	(2.9%)	96	(5.0%)	89	(7.3%)
# of 9-1-1 Transports	16	15	(6.3%)	14	(6.7%)	17	21.4%	19	11.8%	21	10.5%	17	(19.0%)	18	5.9%	16	(11.1%)
Kaiser Foundation - Bellflower: 45 ED Treatment Stations																	
# of Patients Registered in the ED	232	230	(0.9%)	236	2.6%	228	(3.4%)	223	(2.2%)	250	12.1%	*	*	*	*	*	*
# of 9-1-1 Transports	26	27	3.8%	24	(11.1%)	23	(4.2%)	25	8.7%	24	(4.0%)	*	*	*	*	*	*
Long Beach Memorial Medical Center: 53 ED Treatment Stations																	
# of Patients Registered in the ED	228	238	4.4%	243	2.1%	235	(3.3%)	239	1.7%	271	13.4%	286	5.5%	243	(15.0%)	236	(2.9%)
# of 9-1-1 Transports	55	*	*	40	*	37	(7.5%)	39	5.4%	41	5.1%	44	7.3%	39	(11.4%)	39	0.0%
Memorial Hospital of Gardena: 10 ED Treatment Stations																	
# of Patients Registered in the ED	79	83	5.1%	83	0.0%	77	(7.2%)	71	(7.8%)	77	8.5%	77	0.0%	75	(2.6%)	74	(1.3%)
# of 9-1-1 Transports	16	15	(6.3%)	17	13.3%	15	(11.8%)	14	(6.7%)	15	7.1%	14	(6.7%)	14	0.0%	14	0.0%
St. Francis Medical Center: 39 ED Treatment Stations																	
# of Patients Registered in the ED	173	175	1.2%	173	(1.1%)	167	(3.5%)	171	2.4%	180	5.3%	186	3.3%	178	(4.3%)	170	(4.5%)
# of 9-1-1 Transports	34	34	0.0%	30	(11.8%)	31	3.3%	36	16.1%	34	(5.6%)	36	5.9%	35	(2.8%)	34	(2.9%)
White Memorial Medical Center: 28 ED Treatment Stations																	
# of Patients Registered in the ED	112	115	2.7%	113	(1.7%)	110	(2.7%)	104	(5.5%)	116	11.5%	129	11.2%	116	(10.1%)	109	(6.0%)
# of 9-1-1 Transports	13	16	23.1%	17	6.3%	16	(5.9%)	17	6.3%	15	(11.8%)	19	26.7%	17	(10.5%)	15	(11.8%)
TOTAL																	
# of Patients Registered in the ED	1,396	1,403	0.5%	1,408	0.4%	1,369	(2.8%)	1,356	(0.9%)	1,482	9.3%	1,265	(14.6%)	1,170	(7.5%)	965	(17.5%)
# of 9-1-1 Transports	294	244	(17.0%)	273	11.9%	269	(1.5%)	274	1.9%	282	2.9%	254	(9.9%)	251	(1.2%)	183	(27.1%)
Harbor/UCLA Medical Center: 55 ED Treatment Stations																	
# of Patients Registered in the ED	208	210	1.0%	219	4.3%	243	11.0%	262	7.8%	298	13.7%	311	4.4%	290	(6.8%)	271	(6.6%)
# of 9-1-1 Transports ²	10	12	20.0%	27	125.0%	27	0.0%	28	3.7%	31	10.7%	30	(3.2%)	31	3.3%	31	0.0%
LAC+USC Medical Center: 72 ED Treatment Stations																	
# of Patients Registered in the ED	429	411	(4.2%)	430	4.6%	409	(4.9%)	390	(4.6%)	447	14.6%	495	10.7%	474	(4.2%)	457	(3.6%)
# of 9-1-1 Transports	45	51	13.3%	50	(2.0%)	48	(4.0%)	48	0.0%	48	0.0%	56	16.7%	54	(3.6%)	54	0.0%

All figures are based on data submitted by each hospital - updates are made as they are received.

* Not reported/available

¹ The month of August 2007 contains data starting 8/16/07.

² Beginning the week of 9/30/07, Harbor/UCLA Medical Center began reporting all ambulance transports (Medical, Trauma, Advanced Life Support (ALS), and Basic Life Support (BLS)). Prior to the week of 9/30/07 BLS transports were not included in the total.